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! - Reading Board

Mr. Francis G. Rodgers, President

Data Processing Division
International Business Machines

112 East Post Road

Dear Mr. Rodgers:

White Plains. New York

The attached note was prepared in response to a query from my office as to why our software maintenance and systems programming costs for IBM 360 equipment continue to rise after three years experience, particularly in light of a history of excellent IBM support on earlier equipment generations. I thought that you might be as interested as I in this evaluation of your product.

We have had a recent opportunity to discuss some of these matters with Mr. Joseph M. Fox who has provided us with 1) a briefing on the quality controls embedded in OS releases which reinforced the notion that there is considerable room for improvement and 2) an opportunity to provide him test data from unclassified Agency job streams which he would in turn see were used in the test corpus to which each generation of OS would be subjected. We appreciate his interest in our problem.

I think that what we have seen indicates that the attached note not only correctly assesses our current situation as a large user of IBM equipment and as an organization committed to the System 360 concept but also suggests some means for restoring the confidence of your customers in the level of support they have come to expect.

Sincerely,

L. K. White Executive Director-Comptroller

Attachment:
Problems with OS 360